



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 17, 2007

[REDACTED]
[REDACTED]
Van Nuys, CA [REDACTED]

NVS-216 nlm
Ref. # 10195906
Ref. # 10196917

Dear [REDACTED]

Thank you for your correspondence dated June 18, 2007, concerning the stalling problems you have encountered with your model year (MY) 2003 Lexus RX300 Ref. # 10195906 and your MY 2002 Highlander Ref. # 10196917. The California New Motor Vehicle Board forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on July 9, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

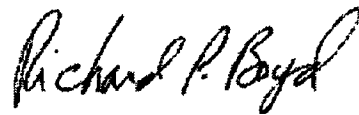
We appreciate the report you provided. Reports from motorists are a very important source of information for us. A review of our database relative to problems associated with stalling in the MY 2003 Lexus RX300 vehicles revealed no similar reports similar to that which you encountered. A similar review was also conducted for the MY 2002 Toyota Highlander which revealed three similar stalling complaints to that which you encountered. Unfortunately there is insufficient evidence to warrant NHTSA opening a safety defect investigation on either vehicle at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recallprocess.cfm>. We suggest you continue to work with your local Toyota dealership to resolve your concerns. You may also ask for a meeting with the Toyota district representative



Reimbursement matters do not fall under NHTSA's jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the California Office of the Attorney General regarding your problem(s) and your rights under the California Lemon Law. You may also ask your dealership for a meeting with the district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard P. Byrd". The signature is fluid and cursive, with the first name "Richard" being the most prominent.

For:
Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure:
Motor Vehicle Defects and Recall Campaigns